

**Timeline**

April 2020 - December 2020

**Study Type**

Descriptive / Surveillance

**Article Link**

<https://app.60decibels.com/covid-19#explore>

**Research Implemented by IPA**

No

# Impact of COVID-19 on Low-Income Customers of Social Enterprises

## Researchers

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## Abstract

The research team has collected data on the impacts of COVID-19 as experienced by customers of social enterprises around the world. This includes customers of off-grid energy companies (thanks to support from GOGLA and the Rockefeller Foundation) and, clients of microfinance institutions (thanks to support from SPTF and their members) and numerous other social enterprises who have agreed to contribute their data anonymously towards this aggregation. Insights include attitudes and concerns about COVID-19 and social distancing policies; impacts on financial well-being, household behaviors, food consumption; as well as what is giving people hope, what they've found most helpful, and what their greatest needs are. The sample includes 50,000 individuals across 32 countries in Asia, Africa and Latin America, and each country is weighted equally regardless of the number of interviews conducted there.

## Project Outcomes of Interest

Attitudes and concerns about COVID-19 and social distancing policies; impacts on financial well-being, household behaviors, food consumption; as well as what is giving people hope, what they've found most helpful, and what their greatest needs are

## Partners

Research conducted by 60 Decibels

Key Funders: Rockefeller Foundation, the GOGLA Consumer Protection Initiative, among

others

## Link to Results

- [Link to final report](#)
- [Link to the dashboard](#)

## Impact Goals

- Build resilience and protect the financial health of families and individuals
- Build resilient and adaptable businesses and employment opportunities
- Improve social-safety net responses

## Project Data Collection Mode

- CATI (Computer-assisted telephone interviewing)

## Implementing Organization

60 Decibels

## Results Status

Results